

MONTHLY REPORT

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Subject: Monthly Activity Report - October 2012

- Due to the storm, we lost database access through the NYS Court System-supplied connection that we share with City Hall. Database access was re-routed through our slow T1 connection which resulted in performance problems. Since that time, I requested to be assigned an additional address from WLS through which to route database access. For all but a few of our databases, access is now through that faster connection.
- Also due to the storm was an enormous increase in the use of our wireless network. We quickly found in the first day following the storm that we reached maximum capacity on that network. In order to accommodate the increased demand, the wireless firewall server was reconfigured to make available the maximum number of network addresses possible and to decrease the lease time for those addresses. We have since been able to meet the demand. In addition, two of our public wireless access points were replaced with ones that provide much greater coverage.
- The individual session length for PCReservation sessions was shortened from 120 to 60 minutes so as to accommodate a greater number of patrons; however, the total time allotted per day remains unchanged from 120 minutes.
- Our experimental prototype public access catalog system, the \$50 APC computer, has been ready for roll-out and evaluation by our staff and patrons. Its debut has been delayed due to resources being devoted to handling the huge increase in patron use of our technology resources.
- On October 10th, there was an upgrade applied to the catalog server that necessitated having WorkFlows upgraded on all staff workstations. For all other WLS libraries, the WLS helpdesk effects this remotely; however, in our case it is necessary to manually apply the update to each workstation. Although extra effort is involved on our part, it allows us the flexibility to prioritize and schedule updates to each PC so as to avoid any downtime.
- I have to commend our Systems Staff, Ryan Jackson and David Cambillo, for their especially hard work following the storm. It was an extremely busy time during which they provided not only power strips but also a great deal of technical assistance to patrons in connecting to our wireless network. In addition, it was necessary to not only update website alerts, but also a wide variety of system schedules to accommodate our extended hours.

